



Government Travel Card Program



Information briefing for cardholders
assigned to U.S. Army Cadet
Command



Government Travel Card Program



Agenda

- Purpose
- Responsibilities
- Authorized/Non-authorized Uses
- Billing Cycle
- BOA Payment Options
- Delinquency Management
- Do/Don't Tips
- Certification of Completion



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Travel Card Purpose

- For services in support of official government domestic and international travel and those travel-related expenses.
- To improve Government operations by simplifying the financial process.
- To provide a platform to improve government operations and accountability.



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Who uses the Government Travel Card?

Travel card shall be used by all U.S. Government personnel (civilian and military) to pay for incidental costs for official government travel.

- Who are

exempted? Members of the Reserve Officers' Training Corps Program (Cadets) and military personnel undergoing initial entry or initial skill training (i.e., newly commissioned lieutenants) **prior** to reporting to their first permanent duty station.



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Responsibilities



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Cardholder Responsibilities

- Cardholder is responsible for all expenses incurred with the travel card during his/her travel. Undisputed amounts listed on the monthly billing statement from the card contractor (Bank of America (BOA)) are to be paid in full no later than the due date listed on the statement.
- Travel card is not an interest-free loan; cardholder has a financial obligation to the taxpayers for promptly paying their travel card bills.
- Cardholder is responsible for filing DD Form 1351-2, Travel Voucher or sub-voucher, immediately (within 5 working days) after completion of travel to obtain full reimbursement.



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Cardholder Responsibilities (cont)

- Cardholder is responsible for understanding their agency's internal policies and procedures.
- For reconciling the account and notifying BOA within 60 days of a disputed bill.
- Cardholders are responsible for notifying BOA if their card and/or PIN has been stolen, or inappropriately disclosed.
- Use of the travel card by any other person(s) is not permitted. Cardholders remain responsible for charges made by any person(s) using the card.



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Card limits with/without credit checks

	<u>Standard</u>	<u>Restricted</u>
	**Credit Check Required	No Credit Check Authorized
• ATM	\$ 500	\$
250		
• Travel Exp	4,250	
1,650		
• Retail charges	<u>250</u>	<u> </u>
100		
** Credit checks will be conducted on all new card applicants with their consent. If employees do not give consent for credit check, restricted cards will be issued.		
• Total per cycle	\$ 5,000	\$
2,000		



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“Command/Region” Agency Program Coordinator (APC) Responsibilities

- Educate cardholders on the proper use of their travel cards upon assignment to the command via “Information Briefing for cardholder”, and as required.
- Provide assistance to cardholders on the Federal Travel Regulation.
- Ensure accounts are managed (i.e., new accounts opened when required, closed when individuals leave government service, and/or transferred to gaining unit) for the Command and/or Region.



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"Command/Region" Agency Program Coordinator (APC) Responsibilities

- Provide Commander's the appropriate BOA reports on cardholder activity in a timely manner.
- Review BOA reports and inform Commander on delinquent accounts for appropriate disciplinary actions.



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APC point of contacts at your command

- **Hqs Cadet Command:** Primary - (757) 788-5483, Alternate - (757) 788-4623,
- **Eastern Region** - (502) 624-8397
- **Western Region** - (253) 967-9823
- **Bank of America:** Government Customer Service Representatives (1-800-472-1424).



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Authorized/Unauthorized Uses



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Authorized Use of the Travel Card

Cardholders (Military/Civilian) are required to use their travel card for all expenses arising from official government travel. Such expenses include:

- Travel cash advances (ATM) (within authorized allowance)
- Lodging
- Rental car (when specified on orders)
- Meals and other incidental expenses during travel



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Authorized use of the Travel Card (cont)

- Transportation (limited use)
 - Travel card may be used to purchase airline ticket due to missed flight, or delays that are beyond traveler's control; * however...
if an organization has a Centralized Transportation Office (CTO) servicing it, then **all travel adjustments must be made through this office**. Any changes made without CTO is done at the risk of the traveler not receiving full reimbursement.
 - * Ensure you check with your support installation on their policy



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Unauthorized Use of the Travel Card *

- Card use for personal travel not in connection with official government travel
- Cash withdrawals while not on official government TDY
- Purchasing personal goods/services
- Rental or lease of motor vehicles while not on official government travel
- Paying personal bills

* If not sure, ask your APC. Unauthorized use is not limited to the above purchase categories. These inappropriate uses are offered way of example only.



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Permanent Change of Station (PCS)

- Use of the travel charge card for PCS travel expenses is prohibited. The APC will deactivate the cardholder's account upon departure unless there is a requirement for Temporary Duty (TDY) en-route (ASA FM&C/21 Feb 03).
- Use of the Government Travel Card during during TDY en-route to PCS move **does not relieve the individual of their obligation** to pay their bill in accordance with the BOA agreement.
- Travelers making PCS moves are to seek travel advance from local finance office.



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Permanent Change of Station (PCS)

(cont)

- Why prohibited during PCS move...Travel card use during PCS increases the risk of the cardholder becoming delinquent, given the substantial amount of travel expenses involved, and difficulty of filing interim travel claims (and getting reimbursement), while in a travel status for an extended period of time (i.e., PCS with leave en-route).



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Billing Cycle



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Bank of America (BOA) Billing

Cycle

- Billing cycle ends on ~~by~~ 11th day of each month.
- BOA reports an account **30 days** past due on the 12th day (i.e., payment for charges on January bill will be due before Feb 11; account update is reported on Feb 12).
- BOA reports provide account status in increments of 30 days. **Account is considered 60 days delinquent if not paid in full before the 11th day of the second month.**



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Travel Claim



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Filing Procedure

- Cardholders are expected to meet their financial obligations in a timely manner. Claims for reimbursement are to be filed (DD 1351-2, Travel Voucher) within **5 work days** of completing travel.
- Cardholders are responsible for payment in full of the undisputed amount due on the monthly billing statement with or without reimbursement.
- For continuous TDY (i.e., NALC/LTC – Exception to policy requested), use interim filing procedures **every 30 days** using DD 1351-2, Travel Voucher.



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Filing Procedure (cont)

- Traveler will be reimbursed at government travel rate (GTR) for appropriate travel expenses.
- Cardholders will be reimbursed for service charges and transaction fees for authorized automated teller machine (ATM) withdrawals.
- Effective 18 Oct 02, per DFAS guidance, those military travelers using their personal credit cards will be reimbursed ATM fees. GSA is in the process of working this issue for civilian travelers.



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Filing Procedure (cont)

- **“Split Disbursement Payment Process”** is now mandatory for military and civilian travel reimbursement. Split disbursement provides for payments to be made by the agency on behalf of the cardholder via electronic fund transfer (EFT). The traveler may elect an amount to be forwarded to BOA. **Split disbursement is an effective tool to reduce delinquency.**



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Travel Card Inactivity - Mandatory

Closure

Due to Under Secretary of Defense Comptroller direction to close over 138,500 inactive accounts, what options are available to travelers?

- "Inactivity" Defined as no TDY travel in 12 months.
- Any account closed can be reopened by your Region temporarily for 10 days or permanently by completing the Revised BOA application if traveling frequently.



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Travel Card Inactivity – Other Options

- A travel advance can be issued via Electronic Fund Transfer (EFT). A travel advance may be requested at least 10 days prior to commencement of TDY using the following procedures:
 - Annotate on the DD 1610, that “the traveler does not have a travel card.”
 - Complete the “Request for Advance” available from your Finance Office.



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Travel Card Inactivity - Other Options

(cont)

- Requests for advances, along with your travel orders/amendments should be faxed to the DFAS Rome Field Office at DSN 220-6710 or (315) 330-6710.
- Bottom line is no traveler will be left stranded!



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BOA Payment Options



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Options

- Split disbursement - regular mail/electronic fund transfer
- * Express Mail Payments
- * Wire payments
- * Western Union (Quick Collect Payment)
- * Check by Phone (new - \$10 fee)
- Additional information can be obtained at www.gcsuthd.bankofamerica.com
 - * Individual incurs all fees and expenses



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Delinquency Management



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What is Delinquency?

- Delinquency is caused by an employee's failure to pay a financial obligation incurred on an individually billed travel card in accordance with the terms of the "cardholder agreement."
- The employee must pay all undisputed charges directly to BOA, in full, by the due date printed on the billing statement. This date will be 25 to 30 days after the closing date on the statement.
- An account is considered **past due** if payment for the undisputed amount has not been received 30 calendar days from closing date.



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What is Delinquency (cont)?

- An account is considered **delinquent** if payment is not received 60 days from the closing date.



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Causes of Delinquency

- Employee withdraws cash or uses card for un-official travel expenses and does not pay the bill.
- Employee fails to file for reimbursement and does not pay the bill.
- Reimbursement is not paid in a timely manner by the agency, and the employee does not pay the bill.
- Employee received reimbursement but fails to pay the bill.



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Disciplinary Action

- **Bank of America (BOA):**
 - At **day 61**, if account not paid in full, **card suspended**.
Account is passed to Government Card Services Collection Department and to Consumer Credit Bureau.
 - At **day 75**, if account not paid in full, **late fee of \$29.00 is assessed**.
 - At **day 90**, action is taken to **garnish individual's pay** through Salary Offset. Individual is given a one-time chance to pay in full; or opt for repayment plan. If individual opts for repayment plan, then a payment plan is set up by BOA. Cardholder responsible for all additional fees.



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Disciplinary Action (cont)

- **Bank of America (BOA):**
 - At **day 121** or more, **account is cancelled** due to credit revocation. Once the card is credit revoked, BOA is not required to reinstate the account even if full payment is made.



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Disciplinary Action (cont)

- **Cadet Command:**

- By-name delinquency report is reviewed monthly by CG, Cadet Command, to include 30-day past due accounts.
- At **day 60**, records of military **cardholder will be “flagged”** upon initiation of inquiries into alleged misconduct (TRADOC regulation defines “card abuse” to include delinquent accounts). Soldiers’ records remain flagged (to include those pending retirement) until final action is taken on the results of that inquiry.
- Disciplinary actions on civilian employees will be taken within Civilian Personnel Activity Center guidelines.



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Do / Don't Tips



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Do

- Do use your Government Travel Card to pay for official travel expenses.
- Do obtain travel advances for official travel through an ATM, if authorized by your agency.
- Do track your expenses while on official travel so you can have accurate information for filing your travel claim.
- Do file your travel claim within 5 days after you complete your trip, or every 30 days if you are on continuous travel.
- Split disbursement is the official method of payment.
- Do submit payment in full, with or without reimbursement, for each monthly bill.



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Do (cont)

- Do follow your bank's dispute process for charges which are billed incorrectly.
- Do contact your bank's customer service number (1-800- 472-1424) if you have questions about your monthly bill.
- Do be aware that misuse of the card could result in disciplinary action by your agency/command.



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Don'ts

- Don't use your Government Travel Card for personal use.
- Don't obtain travel advances through the ATM unless you are on official government travel or will be on official government travel shortly.
- Don't allow your monthly bill to become overdue.
- Don't wait for receipt of your monthly bill to file your travel claim.
- Don't forget that the card is issued in your name and liability for payment is your responsibility.
- Don't make late payments because this could result in suspension or cancellation of your card.



Government Travel Card Program



Certification of Completion



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Certification of Completion

- Once completed, cardholder will email a confirmation of training to their respective Region APC stating the following:

“I have completed the required training on the Army Government Travel Card Program.”